	Provider Number	Hospital Name	Address 1
010016		SHELBY BAPTIST MEDICAL CENTER	1000 FIRST STREET NORTH
010089		WALKER BAPTIST MEDICAL CENTER	3400 HIGHWAY 78 EAST
010101		CITIZENS BAPTIST MEDICAL CENTER	604 STONE AVENUE
010103		BAPTIST MEDICAL CENTER- PRINCETON	701 PRINCETON AVENUE SOUTHWEST

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Address 2	Address 3	City	State
		ALABASTER	AL
		JASPER	AL
		TALLADEGA	AL
		BIRMINGHAM	AL

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ZIP Code	County Name	Phone Number
35007	SHELBY	2056208100
35502	WALKER	2053874000
35161	TALLADEGA	2567614542
35211	JEFFERSON	2057833800

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Percent of patients who reported that their nurses "Sometimes" o "Never" communicated well.	r
	6%
	5%
	7%
	5%

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Percent of patients who reported that their nurses "Usua	ally" communicated well.
	19%
	16%
	15%
	16%

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Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.	
	4%
	3%
	2%
	2%

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Percent of patients who reported that their doctors "Usually	y" communicated well.
	14%
	12%
	13%
	11%

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Percent of patients who reported that they "Sometimes" or "Never" is soon as they wanted.	received help as
	14%
	11%
	17%
	13%

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Percent of pa	tients who reported that their pain was "Sometimes" or "Never" well controlled.
	8%
	6%
	8%
	6%

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Percent of patients who reported that t	heir pain was "Usually" well controlled.
	24%
	24%
	22%
	22%

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·	ed that staff "Sometimes" or "Never" explained about ines before giving it to them.
	22%
	20%
	18%
	16%

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Percent of patients who	o reported that staff "Usually" explained about medicines before giving it to them.
	18%
	17%
	14%
	17%

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Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

60%
63%
68%
67%

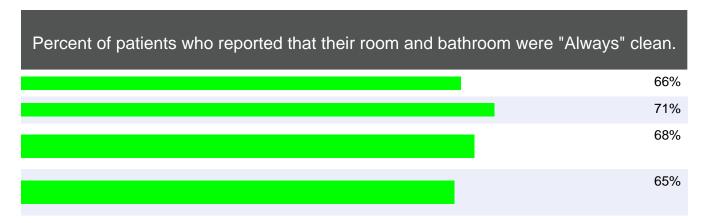
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Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.	
	13%
	12%
	15%
	15%

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Percent of patients who reported that their room and bathroom were "Usually"	clean.
	21%
	17%
	17%
	20%

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Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

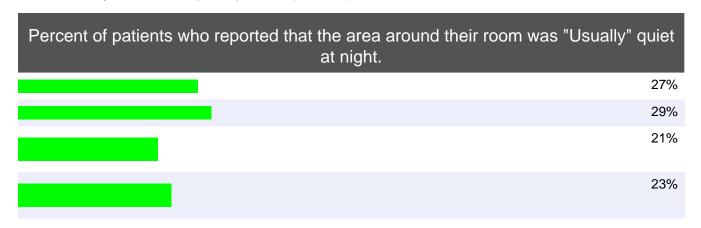
6%

9%

6%

4%

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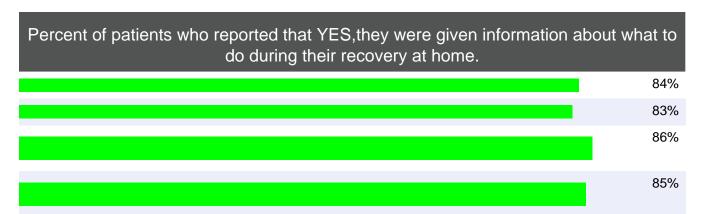


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Percent of patients who reported that the area around their room was "Always" quiet



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Percent of patients who reported that they were not given information about what to do during their recovery at home.	
	16%
	17%
	14%
	15%

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Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).	
	8%
	9%
	9%
	6%

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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).

23%
25%

18%

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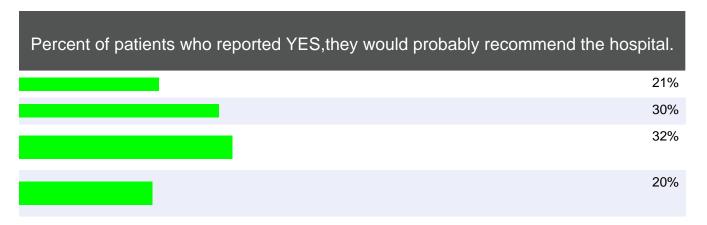
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

69%
66%
65%

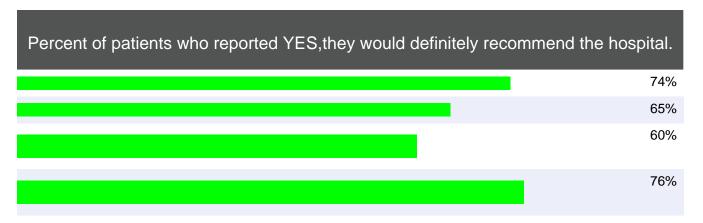
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Percent of patients who reported NO, they would not recommend the hospital.	
	5%
	5%
	8%
	4%

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	Number of Completed Surveys
300 or more	

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Survey Response Rate Percent	Hospital Footnote
31%	
31%	
24%	
32%	

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